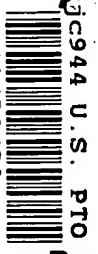


03-05-02

Attorney Docket No. 01-4008

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03/04/02



Box Patent Application
Assistant Commissioner for Patents
Washington, D. C. 20231

PATENT



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of:

Inventor(s): Patrick Peterson
Bernhard Suhm
Yvette Tenney
Daniel McCarthy
Patrick McHugh
Peter Dick

WARNING: Patent must be applied for in the name(s) of all of the actual inventor(s). 37 CFR 1.41(a) and 1.53(b).

For (title): **SYSTEM AND METHOD FOR ASSESSING A CALL CENTER**

Certification Under 37 CFR 1.10

I hereby certify that this New Application Transmittal and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date 3/4/02 in an envelope as "Express Mail Post Office to Addressee" mailing label Number EL029404298US addressed to the: Assistant Commissioner for Patents, Washington, D.C. 20231.

Mary E. Anza
(typed or printed name of person mailing paper)
Mary E Anza
(Signature of person mailing paper)

NOTE: Each paper or fee referred to as enclosed herein has the number of the "Express Mail" mailing label placed thereon prior to mailing. 37 CFR 1.10(b).

Warning: Certificate of mailing (first class) or facsimile transmission procedures of 37CFR1.8 cannot be used to obtain a date of mailing or transmission for this correspondence.

PATENT

Enclosed are:

- [92] pages of specification & cover sheet
- [8] pages of claims
- [1] pages of abstract
- [43] sheets of formal drawings
- [1] request & certification under 35 USC 122(b)(2)(B)(i)
- [9] pages of declaration and power of attorney
- [10] pages of assignment and assignment recordation form
- [2] pages of information disclosure statement
- [1] pages of form 1449
- [6] references
- [1] return postcard

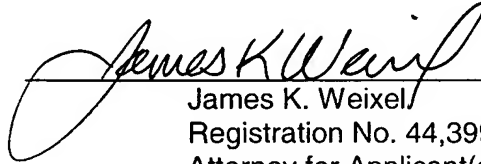
CLAIMS AS FILED				
	NUMBER FILED	NUMBER EXTRA	RATE	BASIC FEE \$740.00
TOTAL				
CLAIMS	22 - 20	2 x	\$18.00	36.00
INDEPENDENT				
CLAIMS	6 - 3	3 x	\$84.00	252.00
MULTIPLE				
DEPENDENT CLAIMS(S).....	ADD		\$280.00	0.00
TOTAL FILING FEE				\$1028.00

Warning: Do not use this transmittal for a completion in the U.S. of an International Application under 35 U.S.C. 371(c)(4) unless the International Application is being filed as a divisional, continuation or a continuation-in-part application.

[x] Please charge my Deposit Account No. 07-2339 in the amount of **\$1028.00.**

[x] The Commissioner is hereby authorized to charge any additional fees under 37 CFR 1.16 and 1.17 which may be required by the papers submitted herewith or credit any overpayment to Account No. 07-2339.

This transmittal letter is submitted in duplicate.



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EXPRESS MAIL NO. EL029404298US

Practitioner's Docket No. 01-4008

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Patrick Peterson et al.

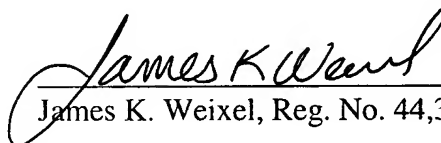
For (title): **SYSTEM AND METHOD FOR ASSESSING A CALL CENTER**

**REQUEST AND CERTIFICATION UNDER
35 U.S.C. 122(b)(2)(B)(i)**

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

Date:

3/4/2002


James K. Weixel, Reg. No. 44,399

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**